

HUMAN SERVICES COORDINATOR

DISTINGUISHING FEATURES

The fundamental reason the Human Services Coordinator exists is to coordinate program activities for one of the Senior Centers in conjunction with public and private sector social service agencies and provides social services activities for seniors in the Human Services division of the Community Services Department. This classification is supervisory. Work is performed under general supervision by a Human Services Manager.

ESSENTIAL FUNCTIONS

Counsels individuals on problems relating to physical needs and social and emotional problems and refers individuals to area social service agencies for services not provided at City facilities.

Provides direct social services to clients, conducts assessments and diagnoses a wide variety of human problems.

Coordinates the social service programs for the Senior Center including Speaker's Bureau, Senior Alliance, and Peer Counseling Programs.

Establishes program goals and objectives, and evaluates program effectiveness.

Participates in preparing and monitoring program budget.

Supervises program staff and volunteers; assigns and reviews work of staff; trains, counsels and prepares performance reviews.

Serves as a representative at local community meetings/functions.

Meets with citizens and groups to inform them of program offerings.

Solicits input from community agencies for purposes of identifying needs and effectiveness of services provided.

Listens and communicates effectively with a diverse group of people.

Assumes ownership of a variety of key projects dealing with citizens and employees.

Assists in the development of grant applications relating to the funding of center services.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Working with social problems, social resources, counseling techniques and administration.
Working with grant funding and community agencies.

Skills:

Strong communication skills; must have the ability to communicate both verbally in person, over the phone, and in writing with clients, fellow employees, professionals in a related field and the general public.

Ability to:

Counsel individuals on physical needs and social and emotional problems

Refer individuals to area other social service agencies as needed.
Provide direct social services to clients, conduct assessments and diagnose a wide variety of human problems.
Coordinates the social service programs for the Senior Center including Speaker's Bureau, Senior Alliance, and Peer Counseling Programs.
Listen and communicate effectively with a diverse group of people.
Assume ownership of a variety of key projects dealing with citizens and employees.
Assist in the development and monitor grant applications and program budget.
Establish program goals and objectives, and evaluate program effectiveness.
Effectively supervise program staff and volunteers
Assign and review work of staff; train, counsel and prepare performance reviews.
Make presentations and meet with citizens and groups.
Solicit input from community agencies.
Comprehend and make inferences from written materials and collect and analyze data in order to make recommendations.
Operate a personal computer and related softwares.
Maintain effective working relationships with co-workers, professionals, and the general public.
Maintain regular consistent attendance and punctuality.
Demonstrate a shared commitment to quality in everyday work and to continuous learning and improvement.

Education & Experience

Requires a Bachelor's degree in Social Work, Sociology or a closely related field.

Requires a minimum of four years work experience in social work, psychology or counseling and experience coordinating a social service program.

A Master's degree in Social Work or a related field is highly desirable.

Previous experience supervising staff and volunteers is highly desired.

FLSA Status: Exempt

HR Ordinance Status: Unclassified